



## **Claims on UPS.com - Sellers**



## **LOST PACKAGE FLOW**

# Lost Package Flow

*Sellers: Support -> File a Claim*

Enter package's 18-digit UPS tracking number (1ZXXXXXXXXXXXXXXXXXX), then click TAB

Select 'Shipper' from the list of possible roles.

Click 'Did you ship this package through a third-party eCommerce site?'

Enter email address, then click TAB

Select 'This package is lost.'


The screenshot shows a 'Start a Claim' form with the following sections and fields:


- What you should know** (document icon)
- UPS Tracking Number \***: A text input field containing 'UPS Tracking Number'.
- Who are you in relation to the package? \*** (help icon): Radio button options for Shipper (selected), Receiver, 3rd party, and Channel partner.
- Did you ship this package through a third-party eCommerce site? \*** (help icon): A checked checkbox.
- Please provide email**: A text input field containing 'email@gmail.com'.
- What problem are you trying to report? \***: Radio button options for 'This package is lost.' (selected), 'This package is damaged.', and 'Collect on Delivery (C.O.D.) was not paid.'.
- Next >** (yellow button) and **Cancel** (blue link).


Blue arrows from the text on the left point to the tracking number field, the 'Shipper' radio button, the 'Did you ship...' checkbox, the email field, and the 'This package is lost.' radio button.

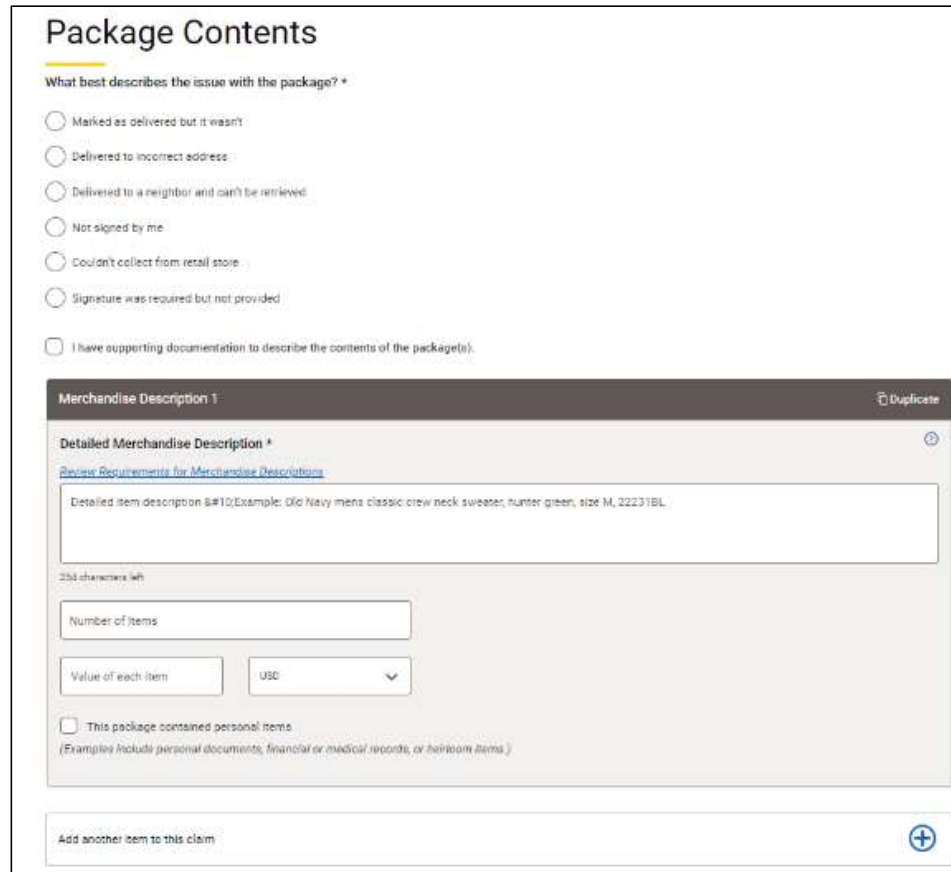
# Lost Package Flow

*Sellers: Support -> File a Claim*

Select the scenario that best describes why you can't locate the package. 

Enter package details: describe the items lost, number of items lost, and value of each item. Check the box to indicate whether the package contained personal medical items or to provide additional documentation (e.g. an order confirmation, receipt, or invoice). 

Enter additional items for this claim here. 



The screenshot shows the 'Package Contents' section of a claim filing form. It includes a list of radio button options for 'What best describes the issue with the package? \*' such as 'Marked as delivered but it wasn't', 'Delivered to incorrect address', and 'Signature was required but not provided'. Below this is a 'Merchandise Description 1' section with a 'Detailed Merchandise Description \*' text area containing an example item description, a 'Number of items' input field, and a 'Value of each item' input field with a currency dropdown set to 'USD'. There is also a checkbox for 'This package contained personal items'. At the bottom, there is a button labeled 'Add another item to this claim' with a plus icon.

# Lost Package Flow

*Sellers: Support -> File a Claim*

Click to be reimbursed for transportation charges.  
Enter the transportation cost.

If a replacement has not been sent, check 'No'

Phone number for communications is required.



If a replacement has been sent, check 'Yes'  
and provide the tracking number of the  
replacement.



# Lost Package Flow

*Sellers: Support -> File a Claim*

Fill out alternate payment recipient (e.g., the seller) with your name and address.

Add Alternate Payment Recipient

Country or Territory \*

Company Name

Contact Name \*

Address \*  
Street Address   
Apartment, suite, unit, building, floor, etc.   
Department, c/o, etc.

City \*

State \*

ZIP Code \*

Fill out contact information for the claim.

Contact Information

Country or Territory \*

Name

Contact Name \*    
! Contact Name is required.

Address \*  
Street Address   
Apartment, suite, unit, building, floor, etc.   
Department, c/o, etc.

City \*

State \*

ZIP Code \*

Telephone \*

Ext.

# Lost Package Flow

*Sellers: Support -> File a Claim*

Include the mail, fax, or e-mail address(es) as additional contact point



I would like to be contacted about the outcome of my claim by \*

Mail

Fax

Email

Email \*

email@gmail.com

[+ Add secondary contact](#)

# Lost Package Flow

Sellers: Support -> File a Claim

Review and confirm details and **SUBMIT** lost package claim.

### Review Claim

Shipping Details [Edit](#)

Shipped From\* Delivered To\*

EBAY INC

What best describes the issue with the package? [Edit](#)

Marked as delivered but it wasn't

Package Contents [Edit](#)

Merchandise Description	Number of Items	Cost per Item	Personal Items?
This is a test	1	100.00 USD	--

Merchandise Total: 100 USD  
Reimburse transportation charges? Yes  
Transportation Charges: 15 USD  
Total Amount Requested: 115 USD  
Replacement Shipped: No  
Shipper Phone Number:

Alternate Payment Recipient

Contact Information [Edit](#)

Primary Contact Preference: Email

Confirmation and Status Updates

Primary Email:

[Submit](#) [Cancel](#)





**DAMAGED PACKAGE**

# Damaged Package Flow

*Sellers: Support -> File a Claim*

Enter package's 18-digit UPS tracking number (1ZXXXXXXXXXXXXXXXXXX), then click TAB

Select 'Shipper' from the list of possible roles.

Click 'Did you ship this package through a third party eCommerce site?'

Enter email address, then click TAB

Select 'This package is damaged.'  
Select the option that best describes the situation. (If no, they will not be able to file the claim until the contents and packaging are available for inspection.)

The screenshot shows the 'Start a Claim' form with the following fields and options:

- What you should know**
- UPS Tracking Number \***: Input field containing '1Z14V4394315815245' with a checkmark icon.
- Who are you in relation to the package? \***: Radio button options:  Shipper,  Receiver,  3rd party,  Channel partner.
- Did you ship this package through a third-party eCommerce site? \***:  (with an information icon).
- Please provide email**: Input field with a checkmark icon.
- What problem are you trying to report? \***: Radio button options:  This package is lost,  This package is damaged,  Collect on Delivery (C.O.D.) was not paid.
- Are both the contents and packaging available for inspection as they were delivered? \***: Radio button options:  Yes,  No.

# Damaged Package Flow

*Sellers: Support -> File a Claim*

Enter package details: describe the items damaged or missing, number of items and cost per item. Add additional items to the claim as needed.



## Package Contents

Are any items missing? \*

Yes

No

I have supporting documentation to describe the contents of the package(s).

Merchandise Description 1 Duplicate

Damaged or Missing Merchandise Description \*

[Review Requirements for Merchandise Descriptions](#)

This is a test

241 characters left

1 ✓

100 ✓ USD ▼

Add another item to this claim +

Reimburse transportation charges


[Help](#)




Click to be reimbursed for transportation charges

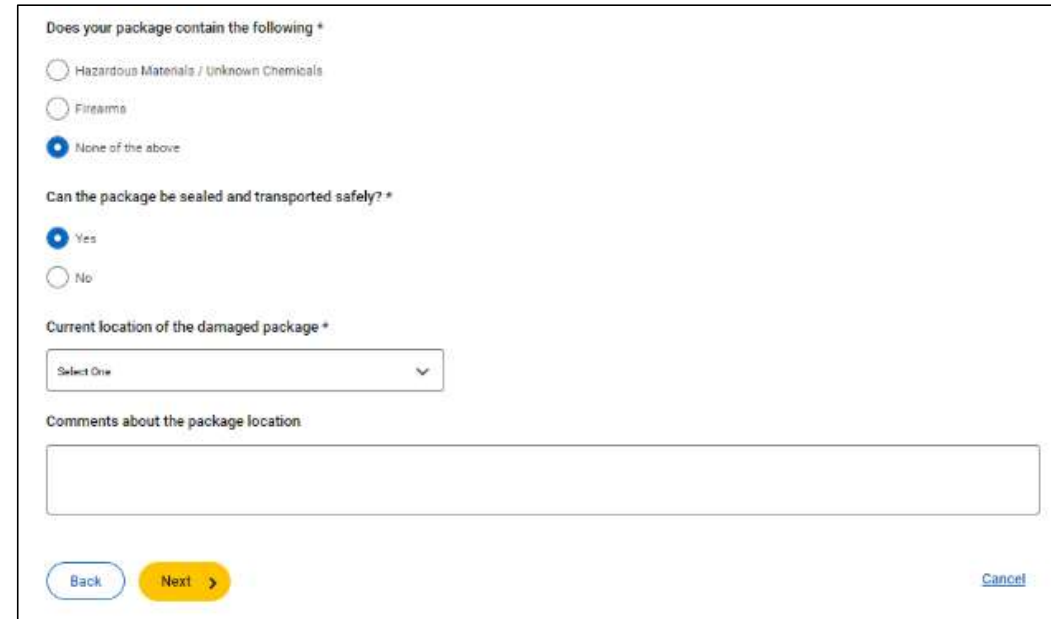
## Damaged Package Flow

*Sellers: Support -> File a Claim*

Indicate whether package contains firearms, hazardous materials, or unknown chemicals. 

Indicate whether package can be safely re-sealed and transported. 

Select the current location of the package



Does your package contain the following \*

Hazardous Materials / Unknown Chemicals

Firearms


None of the above

Can the package be sealed and transported safely? \*

Yes

No

Current location of the damaged package \*

Select One 

Comments about the package location

[Back](#) [Next >](#) [Cancel](#)

# Damaged Package Flow

*Sellers: Support -> File a Claim*

Click all that apply



Select package type information



Select package sealed





Select packaging material



### Damage Details


Condition of damaged item(s). Select all that apply. \*

<input type="checkbox"/> Dented	<input type="checkbox"/> Spoiled
<input type="checkbox"/> Bent	<input type="checkbox"/> Shattered
<input type="checkbox"/> Cracked	<input type="checkbox"/> Torn
<input type="checkbox"/> Wet	<input type="checkbox"/> Puncture hole
<input type="checkbox"/> Crushed	<input type="checkbox"/> Soiled/stained
<input type="checkbox"/> Other, please specify	<input type="checkbox"/> Scratched

 The 7 photos we need 


I have photographs to support my damage claim.

**Package type \***


Select One 

Was there damage to the outside of the package ?

**How was the package sealed?**

Select One 

**What material was used for packing? \***

Select One 

**Reference # (optional)**

Reference # (optional)

# Damaged Package Flow

*Sellers: Support -> File a Claim*

Fill out alternate payment recipient (e.g., the seller) with your name and address.

Phone number for claims communications:

Add Alternate Payment Recipient

Fax Country or Territory \*

Company Name

Contact Name \*

Address \*  
Street Address

Apartment, suite, unit, building, floor, etc.

Department, c/o, etc.

City \*

State \*

ZIP Code \*

Fill out contact information for the claim.

Contact Information

Country or Territory \*

Name

Contact Name \*

Contact Name is required

Address \*  
Street Address

Apartment, suite, unit, building, floor, etc.

Department, c/o, etc.

City \*

State \*

ZIP Code \*

Telephone \*

Ext.

## Damaged Package Flow

*Sellers: Support -> File a Claim*

Include the mail, fax, or e-mail address(es) as additional contact point



I would like to be contacted about the outcome of my claim by \*

Mail

Fax

Email

Email \*

email@gmail.com

[+ Add secondary contact](#)

# Damaged Package Flow

Sellers: Support -> File a Claim

Review details  
and submit.

### Review Your Claim.

Shipping Details [Edit](#)

Shipped From Delivered To

EBAY INC

Package Contents [Edit](#)

Are any items missing?:  
No

Merchandise Description	Number of Items	Cost per Item
This is a test	1	100.00 USD

Merchandise Total:  
100 USD

Reimburse transportation charges?:  
No

Total Amount Requested:  
100.00 USD

Does your package contain hazardous materials, unknown chemicals, or firearms?:  
No

Can the package be sealed and transported safely?:  
Yes

Current location of the damaged package:  
Recipient's Address

Damage Details [Edit](#)

Condition of damaged item(s):  
Dented

Package type:  
Box

Was there damage to the outside of the package?:  
Yes

How was the package sealed?:  
Tape

What material was used for packing?:  
Foam

No photos were provided  
Please upload 7 photos within 10 days for claim processing

Reference Information [Edit](#)

Reference # (optional):

Alternate Payment Recipient

Contact Information [Edit](#)

Primary Contact Preference: Email

Confirmation and Status Updates

Primary Email:

Shipper Phone Number



# Damaged Package Flow


Sellers: Support -> File a Claim


Review and confirm details and **SUBMIT**.

### Review Your Claim.

[Shipping Details](#) [Edit](#)

Shipped From Delivered To

  
EBAY INC



[Package Contents](#) [Edit](#)

Are any items missing?:  
No

Merchandise Description	Number of Items	Cost per Item
This is a test	1	100.00 USD

Merchandise Total:  
100 USD

Reimburse transportation charges?:  
No

Total Amount Requested:  
100.00 USD

Does your package contain hazardous materials, unknown chemicals, or firearms?:  
No

Can the package be sealed and transported safely?:  
Yes

Current location of the damaged package:  
Recipient's Address

[Damage Details](#) [Edit](#)


Condition of damaged item(s):  
Dented

Package type:  
Box

Was there damage to the outside of the package?:  
Yes


How was the package sealed?:  
Tape

What material was used for packing?:  
Foam

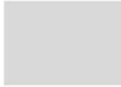
 No photos were provided  
Please upload 7 photos within 10 days for claim processing

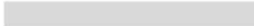
[Reference Information](#) [Edit](#)

Reference # (optional):


Alternate Payment Recipient  



[Contact Information](#) [Edit](#)



Primary Contact Preference: Email  


Confirmation and Status Updates

Primary Email: 

Shipper Phone Number  


[Submit](#) [Cancel](#)